

## **CIRCULAR LETTER**

TO: MA Licensed Ambulance Services  
Regional EMS Executive Directors  
EMCAB Members

FR: Louise Goyette, Director, [OEMS](#)  
Paul Dreyer, Director, DHCQ

DT: October 7, 2002

RE: Ambulance Service and EMT Complaints and Reports

The Department of Public Health (Department) is consolidating investigative functions within the Bureau of Health Quality Management. Effective today, October 7, 2002, the Bureau's Division of Health Care Quality (DHCQ) will manage the investigation of complaints and self-reported incidents relating to ambulance services and EMTs.

Effective 10/7/02, complaints and self reported incidents regarding ambulance service and EMTs should be faxed to the DHCQ using the enclosed form. This form may also be downloaded from the OEMS website at <http://www.state.ma.us/dph/oems/forms.htm>. Questions regarding reporting should be directed to the DHCQ Intake Unit at 617-753-8150. This number is staffed during normal business hours, but is accessible 24 hours per day, 7 days per week.

Also, please note that Complaints pertaining to "EMS training programs" should follow the current process and be reported to OEMS training staff at (617) 753-7300.

We believe that the merger of EMS compliance investigations with the DHCQ compliance program will greatly facilitate complaint case management and better serve the EMS community and the public that we serve. We look forward to your cooperation as we make this important transition.